



Georgia Medicaid

# *Provider Focus*

*November 2009*

## **Medicaid Fiscal Agent Transition Scheduled for July 1, 2010**

Effective July 1, 2010, Electronic Data Systems (EDS) will replace Affiliated Computer Services (ACS) as the fiscal agent for the Georgia Medicaid and PeachCare for Kids™ programs. The Georgia Department of Community Health (DCH) will communicate information on the transition to EDS via banner messages posted to the GHP Web Portal ([www.ghp.georgia.gov](http://www.ghp.georgia.gov)), e-mail, U.S. Postal Service and other means. Please be sure to read these updates as you receive them. The updates will contain important information about the transition to EDS and the new system being built for DCH. This information will include what actions providers may need to take to ensure their Medicaid provider files contain accurate data in the new system. Training information and new system milestones will also be provided.

For now, please continue to use the existing system and fiscal agent as you routinely do. Also note that ACS and EDS are not the appropriate sources to contact if you have questions at this time about the transition. DCH will advise providers in the future about what actions are required and the easiest way to complete them. DCH is committed to a smooth transition for providers and members.



GEORGIA DEPARTMENT OF  
COMMUNITY HEALTH



# Retro-Eligibility for EMA Members

As a reminder, when submitting claims to Medicaid for members who have an emergency medical assistance (EMA) aid category, a physician is required to bill only for the dates of service that are on the DMA Form 526 (Physician's Statement for Emergency Medical Assistance). In most cases, since coverage is often given after the emergency service has been rendered, EMA members will be subject to receive retro-eligibility. When you view the retro-eligibility, the EMA member will reflect a full month of coverage.

However, these members are not eligible for the entire month. EMA members are only covered for the specific days that were indicated on the DMA Form 526. Any dates of services billed outside of the dates that were indicated on the DMA Form 526 will result in a claim denial for lack of eligibility. If you need to bill for other dates of service not on the DMA Form 526, you are required to submit another DMA Form 526 to the County Department of Family and Children Services (DFCS) office or an out-stationed Medicaid worker as part of the eligibility determination process.

In addition, if a DMA Form 526 that contains future eligibility dates, more than 30 days of services or one in which the word 'emergency' has been struck out, the form is not valid, and a new DMA Form 526 must be requested from the originating doctor's office.



# Timely Filing Policy

It is your responsibility to monitor the status of claims submitted to Georgia Medicaid. Check your Remittance Advices (RA) to ensure appropriate payment for each billing cycle. Original claims must be received and processed within six months from the month in which service was rendered. Additionally, you must resubmit claims that have been denied due to erroneous or missing information within three months of the month in which the denial occurred. If the claim is unresolved after resubmission, resubmit every 90 days to keep the claim timely.

When resubmitting a denied claim on paper more than six months after the month of service, you must attach a copy of the RA with the denial to demonstrate that the original claim had been submitted on time. For more information about the policy, please refer to Part I Policies and Procedures for Medicaid/ PeachCare for Kids, page II-7, section 204.

The following is a breakdown of the timely filing policy by type of claim submitted:

- Original claims must be received within six months of the month of service.
- Crossover claims for co-insurance and/or deductibles must be received within 24 months of the month of service.
- Medicaid secondary claims must be submitted within 12 months of the month of service.
- Denied claims must be re-filed within three months of the last denial.
- If a claim is related to an accident/injury in which a tort action is expected and the claim is about to be outside of timely filing (six months from month of service), you should submit a DMA-312 (Coordination of Benefits / Third Party Liability Accident Information Report) to the address indicated on the form to request a timely filing extension.
- If you have not received a response (payment or denial) from the primary health plan and the claim is about to be outside of the timely filing period (12 months from month of service), submit a completed DMA 410 (COB Notification Form) along with the claim in order for the claim to be considered for reprocessing.

# GHP Training for December 2009

Listed below are the upcoming WebEx Training Sessions for December 2009.  
For additional information, visit the GHP WebEx Training Center at  
[www.ghptraining.webex.com](http://www.ghptraining.webex.com).

Course Name	Date
Web Portal for CMS-1500 Crossover	12/01/2009
Provider Enrollment - New Providers	12/03/2009
Web Portal for CMS-1500	12/07/2009
Web Portal for COB CMS 1500 Claims Submission	12/08/2009
Hospice	12/10/2009
WINASAP	12/14/2009
Provider Enrollment - Existing Providers	12/15/2009
UB-04 Crossover	12/17/2009



## Reaching ACS

Type of Inquiry/Action Needed	Method	Contact Information
Claims Submission (Georgia providers)	Web Mail	<a href="http://www.ghp.georgia.gov">www.ghp.georgia.gov</a> P.O. Box 5000 McRae, GA 31055-5000
Claims Submission (out of state providers)	Mail	P.O. Box 7000 McRae, GA 31055-7000
Claims Attachments	Fax Mail	866-483-1044 P.O. Box 5000 McRae, GA 31055-5000
General Inquiries (including claims questions)	Phone Web Fax Mail	800-766-4456 (Provider Inquiries) 866-211-0950 (Member Inquiries) <a href="http://www.ghp.georgia.gov">www.ghp.georgia.gov</a> (Click the <b>Contact Us</b> link) 866-483-1044 P.O. Box 5000 McRae, GA 31055-5000
Prior Authorizations	Phone Mail	800-766-4456 P.O. Box 7000 McRae, GA 31055-7000
Provider Enrollment (including EDI)	Phone Web Fax Mail	800-766-4456 (toll free) <a href="http://www.ghp.georgia.gov">www.ghp.georgia.gov</a> (Click the <b>Contact Us</b> link) 866-309-0935 P.O. Box 4000 McRae, GA 31055-4000



# Provider Field Representative Contact Information

To contact your provider field representative by phone, call: 866-317-6024. To choose your provider field representative on the phone menu, press the two-digit equivalent of their territory number (for example, press “1” for Territory 1; press “0” for Territory 10).

Territory	Representative	Counties
Territory 1	Pearl Blackburn FieldRep01@acs-inc.com	Bartow, Catoosa, Chattooga, Cherokee, Dade, Dawson, Fannin, Floyd, Forsyth, Gilmer, Gordon, Habersham, Hall, Lumpkin, Murray, Pickens, Rabun, Stephens, Towns, Union, Walker, White, Whitfield
Territory 2	Vanessa Whitley FieldRep02@acs-inc.com	Fulton
Territory 3	Quandra Hill FieldRep03@acs-inc.com	Banks, Barrow, Clarke, Elbert, Franklin, Gwinnett, Hart, Jackson, Madison, Oconee, Walton
Territory 4	Michael Simpson FieldRep04@acs-inc.com	Carroll, Cobb, Douglas, Haralson, Paulding, Polk
Territory 5	Ebony Joyner FieldRep05@acs-inc.com	Clayton, DeKalb, Rockdale
Territory 6	Nickie Turner FieldRep06@acs-inc.com	Butts, Chattahoochee, Coweta, Fayette, Harris, Heard, Henry, Jasper, Jones, Lamar, Marion, Meriwether, Monroe, Muscogee, Newton, Pike, Spalding, Talbot, Taylor, Troup, Upson
Territory 7	Vernita Sholes FieldRep07@acs-inc.com	Baldwin, Burke, Columbia, Glascock, Greene, Hancock, Jefferson, Jenkins, Johnson, Lincoln, McDuffie, Morgan, Oglethorpe, Putnam, Richmond, Screven, Taliaferro, Warren, Washington, Wilkes
Territory 8	Sharon Chambliss FieldRep08@acs-inc.com	Bibb, Bleckley, Calhoun, Clay, Crawford, Crisp, Dodge, Dooly, Dougherty, Houston, Laurens, Lee, Macon, Peach, Pulaski, Quitman, Randolph, Schley, Stewart, Sumter, Telfair, Terrell, Twiggs, Webster, Wheeler, Wilcox, Wilkinson
Territory 9	Open FieldRep09@acs-inc.com	Appling, Bacon, Brantley, Bryan, Bulloch, Camden, Candler, Charlton, Chatham, Effingham, Emanuel, Evans, Glynn, Jeff Davis, Liberty, Long, McIntosh, Montgomery, Pierce, Tattnall, Toombs, Treutlen, Ware, Wayne
Territory 10	Evie Huertas FieldRep10@acs-inc.com	Atkinson, Baker, Ben Hill, Berrien, Brooks, Clinch, Coffee, Colquitt, Cook, Decatur, Early, Echols, Grady, Irwin, Lanier, Lowndes, Miller, Mitchell, Seminole, Thomas, Tift, Turner, Worth